

Mentor Screen Agent Recording and Training Module

iSOC Module

Mentor Screen Agent Recording and Training Module is a component of DVTel's iSOC solution. Mentor is an intelligence gathering tool which provides insight about the operations and performance of system users. It provides a view of any networked PC which can be seamlessly synchronized with all of the systems video, audio and data in both live and archived modes.

An authorized iSOC user can view Mentor channels which are available for access using the normal camera tree within the application. It can be programmed to record Mentor channels on a schedule, record on alarm and manually record. iSOC supports unlimited Mentor channels per system, which requires a regular camera connection license per channel.

Mentor is ideal for a variety of situations by viewing of user operations. It presents a view of what the operator is watching; their behavior and responses can be coached with either real-time feedback or post-performance analysis, thus proving to be a powerful training tool for security officers. As an additional benefit, their proficiency in using software solutions can be tracked by management.

It is also critical in emergency situations were analyzing errors or audit trails of an officer's activities can be recorded and used during investigations. An additional benefit is that it allows remote learning or viewing a remote machine.

Use Mentor in conjunction with other iSOC modules such as CaseBuilder Incident Reporting to enable more features and applications.

Mentor saves money, saves time, increases efficiency, reduces liability and increases your overall security solution.

Seamlessly synchronize with all other DVTel intelligent Security Operation Center (iSOC) systems:

Recording controls, scheduled, manual and event recording with the exception of motion detection, generate and manage system events.



Mentor Screen Agent

Mentor Applications:

- Education
- Create operational training videos
- Monitor students
- Data tracking
- Desktop monitoring
- 3rd Party Application Monitoring

Mentor Benefits:

- Real-time live viewing and recording of the operator's screen
- Turns any networked windows computer into an asset within-iSOC for recording and monitoring
- Uses minimal computer resources